**IT Applications Unit 3, AOS 1, Online Communities**

Complete the following, from Chapter 2, Problem-solving Methodology, pgs, 60-80

**Problem-solving Methodology: 4 Stages**

**Analyse**

**Design**

**Development**

**Evaluate**

**Case Study:**

**Indigenous Language Trust, (ILT)**

Using the case study, ILT complete the following:

**Analysis of the problem**

This stage involves the following three steps:

1. **Determining the solution requirements**
2. What needs to be established?

You need to establish what information needs to be provided, what data is needed and what functionality must be included in the website solution.

1. How is the problem best defined?

To define something means to describe clearly and precisely what it is.

1. The aim of problem analysis is to ensure that the problem is clear enough to effectively analyse it and efficiently solve it. Define these two terms, efficiency and effectiveness.

Efficiency refers to the time, cost and effort that might be put into producing a solution.

Effectiveness can be defined by the quality, relevancy, timeliness and clarity of a solution.

1. What type of organisation is the ILT?

ILT organisation is a not-for profit organisation.

1. In your own words, define the problem for ILT.

ILT is defined as the mode in which members exchange information between offices. Eg fax, telephone, mail and email.

1. Identifying data and information needed for the solution, p 62;
   1. Need to identify where data is coming from for online community – inside or outside
   2. In the ILT case study what is the information needed for the solution?
2. Identifying the functions needed for the online community solution, p 63
   1. The functions needed for online communities can be separated into 2 distinct categories,
      * how the solution functions and
      * Attributes of the solution. List the characteristics of each of these.
3. What are the functions of the ILT website solution?

* Do we need to broadcast the information?
* Do we need to exchange information?
* Do we need to store our knowledge?

1. **Identify the constraints on the solution, p 64**
   1. List the technical and non-technical constraints.

Technical constraints

* The cost of the solution
* The speed taken
* How secure the solution is
* The number of people accessing this

Non-technical constraint

* Are there issues of privacy
* Are there copyright issues
* Are there cultural, gender or age constraints
  1. What are the constraints on the ILT solution?

1. **Determine the scope of the solution, p 66**
   1. What needs to be considered in the scope of the solution?

We need to consider the benefits the solution will have on efficiency and effectiveness within the organisation.